



ERIE COUNTY

REQUEST FOR PROPOSAL (RFP) TO PROVIDE TRANSLATION AND INTERPRETATION SERVICES

RFP # 2021-019VF

Erie County Department of Social Services

**EDWARD A. RATH COUNTY OFFICE BUILDING
95 FRANKLIN STREET
BUFFALO, NEW YORK 14202**

COUNTY OF ERIE, NEW YORK
REQUEST FOR PROPOSALS (“RFP”) # 2021-019VF
TO PROVIDE TRANSLATION AND INTERPRETATION SERVICES

Contents

I.	INTRODUCTION.....	2
II.	FUNDING AND BUDGET	3
III.	PROPOSAL TIMEFRAMES	4
IV.	GENERAL REQUIREMENTS	5
V.	SCOPE OF PROFESSIONAL SERVICES REQUIRED	7
	INTRODUCTION.....	7
	HISTORY AND CONTEXT	7
	SCOPE OF WORK	7
	GENERAL REQUIREMENTS:.....	11
	COMPENSATION.....	12
	VENDOR EXPERIENCE AND QUALIFICATIONS.....	12
	PERFORMANCE MEASURES AND DATA COLLECTION	13
VI.	STATEMENT OF RIGHTS	13
	UNDERSTANDINGS.....	13
	EVALUATION	14
	EVALUATION PROCESS	14
	CONTRACT	15
	INDEMNIFICATION AND INSURANCE	16
	INTELLECTUAL PROPERTY RIGHTS	16
	NON-COLLUSION	17
	CONFLICT OF INTEREST	17
	COMPLIANCE WITH LAWS	17
	CONTENTS OF PROPOSAL.....	17
	EFFECTIVE PERIOD OF PROPOSALS.....	18
	ERIE COUNTY EQUAL PAY CERTIFICATION.....	19
	GUIDELINES FOR STANDARD INSURANCE PROVISIONS REQUIRED	20
	PROPOSAL REQUIREMENTS	22
	RFP Appendix A: Proposal to Provide Service.....	24
	Schedule A.....	28
	RFP Appendix B: Fiscal	29

I. INTRODUCTION

The County of Erie, New York (the "County") is currently seeking proposals from qualified agencies ("Proposer") interested in providing translation and/or interpretation services. Proposers interested in providing these services are invited to respond to this request.

It is the County's intent to select the Proposer(s) that provides the best solution for the County's needs. Erie County Department of Social Services (ECDSS) is a trauma-informed organization and believes in the power of its principles when serving the citizens of Erie County. Erie County is committed to racial equity.

The County reserves the right to amend this RFP, reject any or all of the proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive any irregularities or informalities, if such action is deemed to be in the best interest of the County. The County reserves the right to request additional information from any Proposer, and to award negotiated contracts to one or more Proposers.

This RFP is not intended and shall not be construed to commit the County to pay any costs incurred in connection with any proposal or to procure or contract with any firm.

The County will only contract with firms that do not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, domestic violence victim status, gender identity or expression, familial status, marital status, predisposing genetic characteristics, pregnancy-related condition, prior arrest or conviction record, retaliation for opposing unlawful discriminatory practices, citizenship status or any other status protected by New York State and Federal laws.

II. FUNDING AND BUDGET

A total of **\$380,600** is potentially available for the requested services for 2022. This includes three individual components: foreign language interpretation, deaf and hear-of-hearing interpretation, and document translation. More details follow in Section V.

The award is subject to annual contract renewal, contingent upon the Proposer's successful performance of project objectives and the continued need and desire for such services as articulated by Erie County DSS. Initial award and renewals are subject to inclusion of funding in the County Executive Recommended Budget and as adopted by the Erie County Legislature, as well as, contingent upon availability of New York State funds appropriated for this purpose. All contract appropriations are subject to Legislative approval.

Future awards will be dependent on available funds and subject to the demonstrated fiscal and programmatic stability of the applicant agency, as well as their meeting all of the Erie County Department of Social Services (ECDSS) requirements. More than one provider may be selected for funding for 2022; ECDSS will award the contract to the fewest possible vendors to cover the required work at the best possible cost.

III. PROPOSAL TIMEFRAMES

The following schedule is for informational purposes only. The County reserves the right to amend this schedule at any time.

Issue RFP:	4/23/2021
RFP Informational Meeting:	5/4/2021 at 11:00 via WebEx (see below)
Proposals Due:	5/24/2021
Selection Made by:	Summer 2021
Contract Signed:	Following all necessary County approvals.

Instructions for joining the WEBEX Informational Meeting:

More ways to join:

Join from the meeting link

<https://erie.webex.com/join/judith.kolmetz>

Join by meeting number

Meeting number (access code): 961 831 292

Join by video system, application or Skype for business

Dial judith.kolmetz.erie@webex.com

You can also dial 173.243.2.68 and enter your meeting number.

Tap to join from a mobile device (attendees only)

[+1-415-655-0003,,961831292##](tel:+1-415-655-0003,,961831292##)

United States Toll

Join by phone

+1-415-655-0003 United States Toll

Access code: 961 831 292

[Global call-in numbers](#)

IV. GENERAL REQUIREMENTS

1. Each proposal shall be prepared simply and economically avoiding the use of elaborate promotional materials beyond what is sufficient to provide a complete, accurate and reliable presentation.

2. Your proposal must be comprised of 2 sections:

Appendix A

Proposal to Provide at least one (1) Specific Service Group with detailed explanation of how the proposal meets the service needs requested including both general requirements and specific requirements of the service group.

Service Group 3 Only – Proposer will translate the sample document provided into Spanish, Arabic, Burmese, and Swahili.

Language Access Policy

ADA Policy

Listing of Officers and Board of Directors

Schedule A

For agencies not currently contracted with ECDSS to provide the requested service:

References and data from similar work*

Translation of Sample Document Provided for Service Group 3 Only

Appendix B

Fiscal Form

Most recent Audit report prepared by an independent CPA

Most recent Management Letter

3. Proposals MUST be signed using the attached Schedule A: Proposer Certification. Unsigned proposals will be rejected.
4. Submission of the proposals shall be uploaded as separate documents (Appendix A and Appendix B) to http://bit.ly/ECDSS_RFP_Submission (Windows 10+) or

<https://onbase.erie.gov/appnet/UnityForm.aspx?d1=AXawsbcmpDnP98EPu51qLzhZdtwzEn%2fwie4GBpIGjVFBEB5oRH0rMwTCJCH%2f4d%2buwNz5H0wkhDvXE6ScwKBba4iQm9wUXIIR1QmBthOevqvYI%2fLz1P6uZiC5haJFVbQoWXUtUAWxiWXSltffjy34KkZQfw1XW%2bwUKcQyk w5RyVS%2bPxK8Wscvotla3WgJgKVENFTMEgKw23y9Evht2avxpMn9NYWWhbY6Qb7wkNPUSwR>

All proposals must be submitted on or before 5/24/2021 at 4:00 p.m. Proposals received after the above date and time will not be considered. The County is under no obligation to return proposals.

5. One original shall also be submitted to:

Judith Kolmetz

Erie County Department of Social Services

95 Franklin Street, Room 804

Buffalo, NY 14202

6. Requests for clarification of this RFP must be written and submitted to Judith Kolmetz at the above address, or at Judith.Kolmetz@erie.gov no later than 4:00 pm on May 1, 2021. A list of questions and answers will be posted on the County website by May 10, 2021. No communications of any kind will be binding against the county, except for the formal written responses to any request for clarification.
7. Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal. Those Proposers will be notified to arrange specific times.

8. No proposal will be accepted from nor any agreement awarded to any Proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any Proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.
9. Information on the Standard Insurance Provisions required of agencies selected as a contractor of this service is included in this RFP. This document is for informational purposes only, and is not to be submitted by the Proposer for the purposes of this RFP.
10. All potential contract-holders with Erie County shall agree to comply with Executive Order 13 (2014), and the Agency shall make such records available, upon request, to the County's Division of Equal Employment Opportunity for review. (A copy of Executive Order 13 is available here: <http://www2.erie.gov/exec/index.php?q=executive-order-013>). All contract holders will be required to sign the Erie County Equal Pay Certification (attached). The County shall have the right, upon reasonable notice and at reasonable times, to inspect the books and records of the Agency, its offices and facilities, for the purpose of verifying information supplied in the Erie County Equal Pay Certification and for any other purpose reasonably related to confirming the Agency's compliance with Erie County Executive Order No. 13 (2014). Violation of the provisions of Executive Order 13 (2014), which is attached hereto and made a part hereto and made a part hereof, can constitute grounds for the immediate termination of a contract, and may constitute grounds for determining that a bidder is not qualified to participate in future county contracts.
11. All potential contract-holders with Erie County shall agree to comply with New York Executive Order 38. All contract holders will be required to submit a completed EO 38 Disclosure form for each reporting period. By Executive Order 38 from the NYS Governor and the Erie County Executive, administrative costs may not exceed 15% of the requested funds. (A copy of executive order is available here: <https://executiveorder38.ny.gov/>).
12. Certified Minority Business Enterprise/ Women's Business Enterprise (MBE/WBE) proposers shall include the Erie County MBE/WBE Certification letter with their proposal.
13. Proposers who operate a Veteran-Owned Business shall include the letter indicating their company is 51% or more veteran-owned with their proposal.
14. All proposers must disclose the name, title, and department of any employee or officer who is or was an employee or officer of Erie County within the 12 months immediately prior to the proposal.
15. If requested, proposers must provide a list of at least three references from community partners and collaborators or an individual with knowledge of and experience with the specific services being offered.
16. All proposers must provide a list of all prime contractors and subcontractors that their agency does business with related to the service in this RFP.
17. All proposers must include the name of their Language Access Coordinator and Language Access Policy.
18. All proposers must include the name of their Americans with Disabilities Act (ADA) Coordinator and a copy of a written ADA policy.

V. SCOPE OF PROFESSIONAL SERVICES REQUIRED

INTRODUCTION

The Erie County Department of Social Services (ECDSS) is the local Health and Human Services administrator in Erie County, NY. A goal of ECDSS is to provide the people of Erie County with a prompt, professional, and accurate assessment of their needs, and the assistance required to meet them. It administers benefit and wellness programs that make use of Federal money, and make it a covered entity under Title VI of the Civil Rights Act of 1964. ECDSS relies upon the expertise of professional interpreters and translators to assist its staff in conducting its day-to-day business with individuals and families who may be deaf or hard of hearing or English is a second language, ensuring that accurate communication is achieved.

Services effective January 1, 2022, involve oral and signed interpretation, oral and signed translation as well as translation of written documents into foreign languages when required. Services will target any individual who may apply for or receive any service from ECDSS. Programs supported by these services include but are not limited to child welfare services, adult protective services, family independence programs (Temporary Assistance, SNAP, Medicaid, HEAP, and Employment Services) or legal services.

HISTORY AND CONTEXT

ECDSS has been instituting a Language Access Plan since 2017 to meet Title VI of the Civil Rights Act of 1964 obligations. Presently, over forty languages are represented in our client base, many being remote dialects. A growing number of our customers come from South East Asia and Africa. ECDSS makes approximately 3,000 referrals per year for foreign language interpreters, 64 referrals per year for deaf/hard of hearing interpreters, 100 referrals for vital document translation and 100 same work-day documents (50-100 pages each) annually.

These top 20 languages utilized by ECDSS represent 96.73% service requests in the last 2 years:

Spanish	Karen	French	Rundi
Swahili	Bengali	Karenni	Vietnamese
Arabic	Kinyarwanda	Farsi	Russian
Burmese	Nepali	Rohingya	Maay
Somali	Tigrinya	Dari	Urdu

SCOPE OF WORK

A. Overview

The intent of this RFP is to create a reliable network of contracted providers that can cover the full range of services identified in this scope of work to fulfill the Departments language access obligations under Title VI of the Civil Rights Act of 1964, and communications barrier obligations for deaf or hard of hearing individuals under Title II of the Americans with Disabilities Act.

Proposers may be awarded all or part of the services bid depending on the total value offered.

B. Language Groups

Proposers shall provide qualified interpretation and translation professionals for all services bid in their proposal. At minimum, proposers must be able to provide service in all the languages in either Group 1 or 2. Services below are marked with requested range of Language Groups requested.

Language Group 1

Spanish	Karen	French	Rundi
Swahili	Bengali	Karenni	Vietnamese
Arabic	Kinyarwanda	Farsi	Russian
Burmese	Nepali	Rohingya	Maay
Somali	Tigrinya	Dari	Urdu

Language Group 2

American Sign Language (ASL)	Tactile Signing
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Language Group 3 - other foreign languages as needed.

The list below are provided as examples of the languages encountered in the last two years.

Amharic	Malay	Polish	Oromo
Pashto	Korean	Behdini	Fulani
Mandarin	Dinka	Serbian	Japanese
Tamil	Sylheti	Indonesian	Cambodian
Sudanese Arabic	Yemeni Arabic	Laotian	Samoan
Lingala	Turkish	Albanian	Yiddish
Ukrainian	Bosnian	Sylhetti	Mongolian
Bulgarian	Chin	Zo	German
Sorani	Haitian Creole	Gheg	Malayalam
Kunama	Thai	Cantonese	Hmong
Portuguese	Croatian	Cebuano	Romanian
Hindi	Yoruba	Hebrew	
Kurmanji	Tagalog	Gujarati	
Punjabi	Italian	Telugu	

Language Group 4

Spanish Sign Language (SSL)

C. Service Groups

Proposers shall indicate in their bid which services they intend to bid using the identified Service Groups below. At minimum, a proposer shall submit a bid for a single Service Group including information for all listed requirements defined below.

Service Group A – In-Person Foreign Language Interpretation/Oral Translation (Face to Face)

Proposer will provide in-person interpretation between ECDSS staff and clients and on-site oral translation of English documents into the foreign languages requested. Interpreters must adhere to professional norms and ethical standards and must maintain a proper level of accuracy and professional neutrality in the interpretation process. The interpreter must maintain professional objectivity and nonjudgmental demeanor. Oral translation and interpretation shall be conducted in a culturally sensitive manner. Accuracy, completeness, consistency, and cultural appropriateness are critical in the provision of service.

Unit of Service:	Per Quarter Hour (15 Minutes)
Potential Volume of Work:	Requests for Service (Actual) 3,000 (2019); 430 (2020)
Work Type:	Interpretation and Oral Translation
Minimum Bid Language Groups:	Language Group 1
Preferred Bid Language Groups:	Language Groups 1 and 3
Specific Service Needs:	24 Hour Availability
	After Hours Service
	Language Day Scheduling
	Same Day Service
	Scheduled Appointment
	Secure Online Portal
	Work Site Flexibility
General Requirements:	All as listed in section below

Service Group B – In-Person ASL/Tactile Signing Interpretation & Translation (Face to Face)

Proposer will provide in-person American Sign Language and Tactile Signing interpretation between ECDSS staff and clients, and on-site signing translation of documents. Interpreters must adhere to professional norms and ethical standards and must maintain a proper level of accuracy and professional neutrality in the interpretation process. The interpreter/translator must maintain professional objectivity and nonjudgmental demeanor. Interpretation/translation shall be conducted in a culturally sensitive manner. Accuracy, completeness, consistency, and cultural appropriateness are critical in the provision of service.

Unit of Service:	Per Quarter Hour (15 Minutes)
Potential Volume of Work:	ASL Referrals – 46 (2019) 64 (2020) Tactile Referrals – New Service No Data
Work Type:	Interpretation and Translation
Minimum Bid Language Groups:	Language Group 2
Preferred Bid Language Groups:	Language Groups 2 & 4
Specific Service Needs:	24 Hour Availability
	After Hours Service
	Language Day Scheduling
	Same Day Service
	Scheduled Appointment
	Secure Online Portal
	Work Site Flexibility
General Requirements:	All as listed in section below

Service Group C – Remote American Sign Language Interpreters (Video)

Proposer will provide remote American Sign Language interpretation via a secure video platform between ECDSS staff and clients. Interpreters must adhere to professional norms and ethical standards and must maintain a proper level of accuracy and professional neutrality in the interpretation process. The interpreter must maintain professional objectivity and nonjudgmental demeanor. Interpretation shall be conducted in a culturally sensitive manner. Accuracy, completeness, consistency, and cultural appropriateness are critical in the provision of service.

Unit of Service:	Per Minute
Potential Volume of Work:	New Service No Data

Work Type:	Interpretation
Minimum Bid Language Groups:	Language Group 2 (Disregarding Tactile Signing)
Preferred Bid Language Groups:	Language Groups 2 (Disregarding Tactile Signing) & 4
Specific Service Needs:	
24 Hour Availability	YES
After Hours Service	YES
Same Day Service	YES
Scheduled Appointment	YES
Secure Online Portal	YES
General Requirements:	All as listed in section below

Service Group D – Non-machine translation and/or machine aided human translation of written documents (including forms, notices, public information materials, correspondence, web pages, etc.)

The Proposer shall provide translations of source texts, with the meaning, intent, format and layout of the original source text. Exceptions may be made on a case-by-case basis at the discretion and approval of ECDSS. Preferably, a single translator shall be used to complete each document to ensure continuity and consistency in terminology. The Proposer shall translate documents in a culturally sensitive manner and at the same reading level as the source material. Accuracy, completeness, consistency, and cultural appropriateness are critical in the published work.

Unit of Service:	Per Word
Potential Volume of Work:	New Service No Data – Plans to Expand by 2022
Work Type:	Translation
Minimum Bid Language Groups:	Language Group 1
Preferred Bid Language Groups:	Language Groups 1 & 3
Specific Service Needs:	
24 Hour Availability	NO
24 Hour Delivery	YES
After Hours Service	YES
Delivery Schedule	YES
Document Format and Conversion	YES
Language Day Scheduling	NO
Same Day Service	YES
Scheduled Appointment	NO
Secure Online Portal	YES
Work Site Flexibility	NO
General Requirements:	All as listed in section below

D. Definitions of Specific Service Needs

1. 24 Hour Availability – Proposer is expected to provide 24 Hour coverage for this service.
2. 24 Hour Delivery – Proposer is expected to deliver requested service within 24 Hours.
3. After Hours Service – Proposer is expected to be able to provide this service after normal business hours (From 6PM to 8AM EST), on an emergency basis.
4. Delivery Schedule – Proposer is expected to provide a delivery schedule for this service that considers any variables that affect delivery time of work performed (volume of work, number of days advanced notice, etc.).
5. Document Format and Conversion – Proposer is expected to be able to accept and deliver requested work in the formats provided and requested by ECDSS, including but not limited

- to Adobe Acrobat, MS Office formats, TIFF Image, JPG Image, MP3 Audio, WAV Audio, or FLAC Audio.
6. Language Day Scheduling – Proposer is expected to provide sufficient full day coverage where ECDSS can schedule individuals of a certain language throughout an entire day (or across multiple days). Interpreters will see all the clients scheduled that day, and are paid by the hour, and not by the number of individuals seen.
 7. Same Day Service – Proposer is expected to provide and deliver this service within the same workday as the service is requested.
 8. Scheduled Appointment – Proposer is expected to provide a platform and procedures for scheduling appointments for this service in advance.
 9. Secure Online Portal – Proposer is expected to supply a secure platform to exchange the documents and materials to perform the service. It is desired that the platform be the sole source for data exchange between ECDSS and the Proposer.
 10. Work Site Flexibility – Interpreters must have their own transportation and arrive on-time for appointments. Appointments may take place in County office buildings, private residences, or other locations in the county, such as medical offices, mental health or substance abuse counseling offices, or other social service agencies. In rare instances interpreters may be requested to travel outside of the County.

GENERAL REQUIREMENTS FOR ALL SERVICE GROUPS:

1. 24 Hour Point-of-Contact: Proposer is expected to provide a customer service contact that is available 24 hours a day and weekends to help trouble shoot service issues.
2. Legal Expertise: Upon request Proposer is expected to provide translation and interpretation staff or subcontractors that have an understanding of Federal and State legal terminology and processes.
3. Medical Expertise: Upon request Proposer is expected to provide translation and interpretation staff or subcontractors that have an understanding of Medical terminology and processes.
4. Social Program Expertise: Upon request Proposer is expected to provide translation and interpretation staff or subcontractors that have an understanding of social services and benefits program terminology and processes. Including but not limited to terms and concepts that may be unfamiliar in other cultures such as day care, child support, child abuse as legally defined in NY, etc.
5. Qualified Professionals: Interpreters must be competent to communicate effectively in both English and their designated foreign language and/or American Sign Language. This competence must be guaranteed by the agency employing them and must be verifiable by standards acceptable in the field of interpretation services. This may involve professional certification, but at the very minimum, must involve completion of a comprehensive screening and training program by the employing agency that qualifies interpreters for the job, ensuring their ability and appropriateness for the work involved.
6. No Conflicts of Interest: Interpreters and Translators provided by the Proposer may not accept work that involves their friends, family, or personal acquaintances regardless of the type or location of work.
7. Accountability: The successful proposer must have the resources in place to keep accurate records of services performed, and to bill the County monthly according to the requirements and limits of the contract. Manage funds from a government funding source and maintain billing systems. Submit required data and abide by designated documentation regulations in a timely manner, as instructed, by County in order to claim reimbursement for services.

8. Reliability: The successful proposer must be able to assure ECDSS that the services ordered will be delivered as agreed, in a prompt, professional manner. This includes giving ECDSS at least 24 hours advanced notice if an interpreter is not available for a particular job so that ECDSS staff have time to reschedule the appointment(s), as well as utilize quality assurance evaluations to ensure all translated documents are in accordance with English versions.
9. Service Minimum: Proposer is expected to provide details of any service minimums required for providing this service.
10. Outage Notice: Proposer is expected to provide notice of any service shortage or outage in either Arabic, Burmese, Spanish or Swahili as soon as the Proposer is aware of the possibility of shortage or outage.
11. Conflict Resolution: Interpreters who fail to report for an appointment or fail to give 24-hour notice (not counting weekends or holidays) of inability to report, create a considerable inconvenience to both the staff of ECDSS and their customers. Recourse should be available when a scheduled interpreter fails to show for an appointment. Ideally, the successful proposer would respond to the call from ECDSS staff that the interpreter failed to show by sending another out immediately. The successful proposer must address what this recourse will be.
12. Confidentiality: The successful proposer must be able to assure ECDSS that any and all information exchanged during interpretation/translation services will remain strictly confidential, in accordance with current state, federal, and local laws and regulations.
13. Data Security Assurance: Proposer is expected to provide assurance that any and all information exchanged during interpretation/translation services will remain strictly confidential, in accordance with current state, federal, and local laws and regulations.
14. Document Retention: Proposer is expected to maintain all records created while providing this service for a minimum of six (6) Years from the contracted date.
15. Quality Assurance/Improvement: The successful proposer must have an internal system of performance monitoring to ensure the quality of services being performed. The successful proposer will have a system in place to utilize data collected from this monitoring to improve program delivery methods as needed.

COMPENSATION

Vendors will be paid upon receipt of invoice at the negotiated rate. All invoices (other than document translation) must include details regarding the service provided, date, time, program area, worker requesting service, ECDSS customer name, and actual length of engagement (even if minimums apply). Each individual invoice is reviewed to ensure accuracy.

VENDOR EXPERIENCE AND QUALIFICATIONS

- Expertise in the principles and practices of Title VI language access provision, including but not limited to interpretation and translation
- Able to legally do business in the United States
- Uses culturally-sensitive, trauma-informed practices when working with DSS clients
- Demonstrate knowledge, experience and understanding of the needs, risks, challenges and opportunities faced by the target population, as well as demonstrate experience in effectively implementing programs that promote positive client outcomes.

PERFORMANCE MEASURES AND DATA COLLECTION

1. Timely Delivery – Proposers work will be evaluated based on the timeliness of their delivery in reference to either Delivery Schedules agreed to or Scheduled Appointments made.
2. Work Volume Management – Proposers work will be evaluated based on their ability to manage the volume of work provided by ECDSS without impacting the quality of service provided.
3. Fiscal Management – Proposers work will be evaluated based on the timeliness and accuracy of their billing in accordance to agreed upon procedures.
4. Client Feedback – Proposers work will be evaluated based on solicited feedback of clients and unsolicited complaints filed by clients about the services performed by the Proposer.
5. Conflict Resolution – Proposers work will be evaluated based on their timely resolution of service complaints, outages, failures to show, billing, and concerns regarding professionalism and qualification.

VI. STATEMENT OF RIGHTS

UNDERSTANDINGS

Please take notice, by submission of a proposal in response to this request for proposals, the Proposer agrees to and understands:

- that any proposal, attachments, additional information, etc. submitted pursuant to this Request for Proposals constitute merely a suggestion to negotiate with the County and is not a bid under Section 103 of the New York State General Municipal Law;
- submission of a proposal, attachments, and additional information shall not entitle the Proposer to enter into an agreement with the County for the required services;
- by submitting a proposal, the Proposer agrees and understands that the County is not obligated to respond to the proposal, nor is it legally bound in any manner whatsoever by submission of same;
- that any and all counter-proposals, negotiations or any communications received by a proposing entity, its officers, employees or agents from the County, its elected officials, officers, employees or agents, shall not be binding against the County, its elected officials, officers, employees or agents unless and until a formal written agreement for the services sought by this RFP is duly executed by both parties and approved by the Erie County Legislature and the Office of the Erie County Attorney.

In addition to the foregoing, by submitting a proposal, the Proposer also understands and agrees that the County reserves the right, and may at its sole discretion, exercise the following rights and options with respect to this Request for Proposals:

- To reject any or all proposals;
- To issue amendments to this RFP;
- To issue additional solicitations for proposals;
- To waive any irregularities or informalities in proposals received after notification to Proposers affected;
- To select any proposal as the basis for negotiations of a contract, and to negotiate with one or more of the Proposers for amendments or other modifications to their proposals;
- To conduct investigations with respect to the qualifications of each Proposer;
- To exercise its discretion and apply its judgment with respect to any aspect of this RFP, the evaluation of proposals, and the negotiations and award of any contract;
- To enter into an agreement for only portions (or not to enter into an agreement for any) of the services contemplated by the proposals with one or more of the Proposers;

- To select the proposal that best satisfies the interests of the County and not necessarily on the basis of price or any other single factor;
- To interview the Proposer(s);
- To request or obtain additional information the County deems necessary to determine the ability of the Proposer;
- To modify dates;
- All proposals prepared in response to this RFP are at the sole expense of the Proposer, and with the express understanding that there will be no claim, whatsoever, for reimbursement from the County for the expenses of preparation. The County assumes no responsibility or liability of any kind for costs incurred in the preparation or submission of any proposal;
- While this is an RFP and not a bid, the County reserves the right to apply the case law under General Municipal Law § 103 regarding bidder responsibility in determining whether a Proposer is a responsible vendor for the purpose of this RFP process;
- The County is not responsible for any internal or external delivery delays, which may cause any proposal to arrive beyond the stated deadline. To be considered, proposals MUST arrive at the place specified herein and be time-stamped before the deadline.

EVALUATION

The following criteria, not necessarily listed in order of importance, will be used to review the proposals. The County reserves the right to weigh its evaluation criteria in any manner it deems appropriate:

- A determination that the Proposer has submitted a complete and responsive proposal as required by this RFP.
- Proposers MUST sign the Proposal Certification attached hereto as Schedule "A". Unsigned proposals will be rejected.
- The Proposer's demonstrated capability to provide the services.
- Evaluation of the professional qualifications and experience of program staff.
- The Proposer's experience in performing the proposed services.
- The Proposer's financial ability to provide the services.
- Evaluation of the Proposer's fee submission. It should be noted that while price is not the only consideration, it is an important one.
- An evaluation of the Proposer's projected approach and plans to meet the requirements of this RFP.
- Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal. Any information shared by the Proposer's presentation will be considered while scoring.
- No proposal will be accepted from nor any agreement awarded to any Proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any Proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.

EVALUATION PROCESS

Each proposal will undergo an initial administrative review for completeness. In order for a proposal to be evaluated, it must include all required documents. Upon completion of the administrative review, and at the sole discretion of the Commissioner, the Department will request any missing documentation from the Proposer, and will review all documents for completeness upon receipt of the missing documents. All required documents for a complete proposal, as set forth in this RFP,

must be submitted and be completed to the satisfaction of the Department within forty-eight (48) hours of request in order for the proposal to be deemed responsive and eligible for Contract award.

Proposals will be judged by a scoring committee. The scoring committee will consist of Department of Social Services employees and experienced individuals from outside the Department. The proposal should be written so as to clearly articulate the services provided to someone not familiar with service delivery. For agencies that do not hold a contract currently, the quantitative performance score will be based on submitted references and data from similar work.

For RFPs that include responses from agencies that are not 501(c)(3) agencies, the proposals will be scored:

- Qualitative and quantitative performance reviews (50%)
- RFP scoring committee assessments (40%)
- MWBE utilization (10%)

For RFPs that only include responses from 501(c)(3) agencies, the proposals will be scored:

- Qualitative and quantitative performance reviews (50%)
- RFP scoring committee assessments (40%)
- Compliance with RFP program requirements (5%)
- Compliance with RFP fiscal requirements (5%)

The qualitative and quantitative performance review score will be based on annual performance reviews or references and data submitted for new proposers.

- Operations – review outcomes and meeting performance measures
- Staffing – maintain adequate staffing levels with trained staff
- Management – meet required timeframes
- Leadership – proactive involvement in planning procedures
- Communication – Communicates within agency and with contractor
- Knowledge – understand laws and meet regulatory expectations

CONTRACT

After selection of the successful Proposer, a formal written contract will be prepared by the County and will not be binding until signed by both parties and, if necessary, approved by the Erie County Legislature, the Erie County Fiscal Stability Authority and the Office of the County Attorney. NO RIGHTS SHALL ACCRUE TO ANY PROPOSER BY THE FACT THAT A PROPOSAL HAS BEEN SELECTED BY THE COUNTY FOR SUBMISSION TO THE ERIE COUNTY LEGISLATURE AND/OR IF NECESSARY THE ERIE COUNTY FISCAL STABILITY AUTHORITY FOR APPROVAL. THE APPROVAL OF SAID LEGISLATURE AND/OR AUTHORITY MAY BE NECESSARY BEFORE A VALID AND BINDING CONTRACT MAY BE EXECUTED BY THE COUNTY.

The contract will include the submitted proposal and any subsequent agreement with the Department to service provision. The award period will be for a one-year term, with the option to renew for additional terms, subject to annual contract renewal, contingent upon the Proposer's successful implementation of the program, data collection, monitoring, goal attainment, and compliance with required reporting. Initial award and renewals are subject to inclusion of funding in the County Executive Recommended Budget and as adopted by the Erie County Legislature, as well as, contingent upon availability of New York State funds appropriated for this purpose.

INDEMNIFICATION AND INSURANCE

The Proposer accepts and agrees that language in substantially the following form will be included in the contract between the Proposer and the County:

“In addition to, and not in limitation of the insurance requirements contained herein the Proposer agrees:

(a) that except for the amount, if any, of damage contributed to, caused by or resulting from the negligence of the County, the Proposer shall indemnify and hold harmless the County, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorneys' fees or loss arising directly or indirectly out of the acts or omissions hereunder by the Proposer or third parties under the direction or control of the Proposer; and

(b) to provide defense for and defend, at its sole expense, any and all claims, demands or causes of action directly or indirectly arising out of this Agreement and to bear all other costs and expenses related thereto.

Upon execution of any contract between the Proposer and the County, the Proposer will be required to provide proof of the applicable insurance coverage.

Insurance coverage in amount and form shall not be deemed acceptable until approved by the County Attorney.

INTELLECTUAL PROPERTY RIGHTS

The Proposer accepts and agrees that language in substantially the following form will be included in the contract between the Proposer and the County:

All deliverables created under this Agreement by the Proposer are to be considered “works made for hire”. If any of the deliverables do not qualify as “works made for hire”, the Proposer hereby assigns to the County all right, title and interest (including ownership of copyright) in such deliverables and such assignment allows the County to obtain in its name copyrights, registrations and similar protections which may be available. The Proposer agrees to assist the County, if required, in perfecting these rights. The Proposer shall provide the County with at least one copy of each deliverable.

The Proposer agrees to defend, indemnify, and hold harmless the County for all damages, liabilities, losses and expenses arising out of any claim that a deliverable infringes upon an intellectual property right of a third party. If such a claim is made, or appears likely to be made, the Proposer agrees to enable the County’s continued use of the deliverable, or to modify or replace it. If the County determines that none of these alternatives is reasonably available, the deliverable will be returned.

All records compiled by the Proposer in completing the work described in this Agreement, including but not limited to written reports, translation memory, source codes, studies, drawings, blueprints, negatives of photographs, computer printouts, graphs, charts, plans, specifications and all other similar recorded data, shall become and remain the property of the County. The Proposer may retain copies of such records for its own use.

NOTE: All contracts executed by the Erie County Department of Social Services will be posted electronically on the Department’s website.

NON-COLLUSION

The Proposer, by signing the proposal, does hereby warrant and represent that any ensuing agreement has not been solicited, secured or prepared directly or indirectly, in a manner contrary to the laws of the State of New York and the County of Erie, and that said laws have not been violated and shall not be violated as they relate to the procurement or the performance of the agreement by any conduct, including the paying or the giving of any fee, commission, compensation, gift, gratuity or consideration of any kind, directly or indirectly, to any County employee, officer or official.

CONFLICT OF INTEREST

All Proposers must disclose with their proposals the name of any officer, director or agent who is also an employee of the County. Further, all Proposers must disclose the name of any County employee who owns, directly or indirectly, an interest of ten percent (10%) or more in the firm or any of its subsidiaries or affiliates.

There shall be no conflicts in existence during the term of any contract with the County. The existence of a conflict shall be grounds for termination of a contract.

COMPLIANCE WITH LAWS

By submitting a proposal, the Proposer represents and warrants that it is familiar with all federal, state and local laws and regulations and will conform to said laws and regulations. The preparation of proposals, selection of Proposers and the award of contracts are subject to provisions of all Federal, State and County laws, rules and regulations.

CONTENTS OF PROPOSAL

The New York State Freedom of Information Law as set forth in Public Officers Law, Article 6, Sections 84 et seq., mandates public access to government records. However, proposals submitted in response to this RFP may contain technical, financial background or other data, public disclosure of which could cause substantial injury to the Proposer's competitive position or constitute a trade secret. Proposers who have a good faith belief that information submitted in their proposals is protected from disclosure under the New York Freedom of Information Law shall: a) insert the following notice in the front of its proposal:

“NOTICE

The data on pages ___ of this proposal identified by an asterisk (*) contains technical or financial information constituting trade secrets or information the disclosure of which would result in substantial injury to the Proposer’s competitive position.

The Proposer requests that such information be used only for the evaluation of the proposal, but understands that any disclosure will be limited to the extent that the County considers proper under the law. If the County enters into an agreement with this Proposer, the County shall have the right to use or disclose such information as provided in the agreement, unless otherwise obligated by law.”

and

b) clearly identify the pages of the proposals containing such information by typing in bold face on the top of each page " * **THE PROPOSER BELIEVES THAT THIS INFORMATION IS**

PROTECTED FROM DISCLOSURE UNDER THE STATE FREEDOM OF INFORMATION LAW."

The County assumes no liability for disclosure of information so identified, provided that the County has made a good faith legal determination that the information is not protected from disclosure under applicable law or where disclosure is required to comply with an order or judgment of a court of competent jurisdiction.

The contents of the proposal which is accepted by the County, except portions "Protected from Disclosure", may become part of any agreement resulting from this RFP.

EFFECTIVE PERIOD OF PROPOSALS

All proposals must state the period for which the proposal shall remain in effect (i.e. how much time does the County have to accept or reject the proposal under the terms proposed). Such period shall not be less than one hundred eighty (180) days from the proposal date.

(For Informational Purposes Only)

ERIE COUNTY EQUAL PAY CERTIFICATION

In order to comply with Executive Order 13 dated November 6, 2014, we hereby certify that we are in compliance with federal law, including the Equal Pay Act of 1963, Title VII of the Civil Rights Act of 1964, Federal Executive Order 11246 of September 24, 1965 and New York State Labor Law Section 194 (together "Equal Pay Law"). We understand that this certification is a material component of this contract. Violation of the provisions of Executive Order 13, which is attached hereto and made a part hereof, can constitute grounds for the immediate termination of this contract and may constitute grounds for determining that a bidder is not qualified to participate in future county contracts.

We have evaluated wages and benefits to ensure compliance with the Equal Pay Law. We certify that we have not been the subject of an adverse finding under the Equal Pay Law within the previous five years and, in the alternative, if we were the subject of an adverse finding under the Equal Pay Law within the previous five years, we have annexed a detailed description of the finding(s). In addition, we have annexed a detailed description of any currently pending claims under the Equal Pay Law in which we are involved.

Contractor Signature

Verification

STATE OF _____)
COUNTY OF _____) SS:

A) _____, being duly sworn, states he or she is the owner of (or a partner in) _____, and is making the foregoing Certification and that the statements and representations made in the Certification are true to his or her own knowledge.

OR

B) _____, being duly sworn, states that he or she is the _____, of _____, the enterprise making the foregoing Certification, that he or she has read the Certification and knows its contents, that the statements and representations made in the Certification are true to his or her own knowledge, and that the Certification is made at the direction of the Board of Directors of the Corporation.

Sworn to before me this _____
day of _____, 20____

Notary Public

Notary Stamp

GUIDELINES FOR STANDARD INSURANCE PROVISIONS REQUIRED

(for Informational Purposes Only)

INSTRUCTIONS FOR COUNTY OF ERIE STANDARD INSURANCE CERTIFICATE

- I. Insurance shall be procured and certificates delivered before commencement of work or delivery or merchandise or equipment.
- II. CERTIFICATES OF INSURANCE
 - A. Shall be made to the "County of Erie, 95 Franklin St, Buffalo NY, 14202."
 - B. Coverage must comply with all specifications of the contract.
 - C. Must be executed by an insurance company, agency or broker, which is licensed by the Insurance Department of the State of New York. If executed by a broker, notarized copy of authorization to bind or certify coverage must be attached.
- III. Forward the completed certificate to: County of Erie, (Department or Division) responsible for entering into the agreement for construction, purchase, lease or service.
- IV. Minimum coverage with limits are as follows:

Vendor Classification	A Construction and Maintenance	B Purchase or Lease of Merchandise or Equipment	C Professional Services	D Property Leased To Others Or Use Of Facilities Or Grounds	E Concession-Aires Services	F Livery Services	G All Purposes Public Entity Contracts
Commercial Gen. Liab.	\$1,000,000 per occ.	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000	\$1,000,000 CSL	\$1,000,000	\$1,000,000 CSL
General Aggregate	\$2,000,000						
Products Comp. Ops.	\$2,000,000						
Blanket Broad Fom	Not Excluded or Limited		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Contractual Liability							
Broad Form P.D.							
X.C.U.							
Liquor Law				INCLUDE			
Auto Liab.	\$1,000,000 CSL		\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL
Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Hired	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Non-Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Excess/Umbrella Liab.	\$5,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$5,000,000	\$1,000,000
Worker's Compensation & Employer's Liability	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY
Disability Benefits	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY
Professional Liability			\$5,000,000				
Erie County To Be Named Add'l Insd.	Gen. Liab., Auto Liab., & Excess	Broad Form Vendors May Be Required	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess

- V. Construction contracts require excess Umbrella Liability limits of \$5,000,000.
- VI. Coverage must be provided on a primary-non contributory bases.
- VII. Designated Construction Project General Aggregate Limit Per Location Endorsement CG 25 03 is Required.
- VIII. In the event the concessionaire is required to have a N.Y.S. license to dispense alcoholic beverages an endorsement for liquor liability is required.
- IX. Transportation of people in buses, vans or station wagons requires \$5,000,000 excess liability.
- X. Workers Compensation: State Workers' Compensation Board form DB-155 is required for proof of compliance with the New York State Disability Benefits Law.
Locations of operation shall be "All locations in Erie County, New York."

For those entities who request permits, licenses, or contracts are required to provide either an Affidavit of Exemption (BP-1) or Certificate of Insurance 105.2, Certificate of Self Insurance SI-12, DB-155, or a Certificate of Attestation CE-200 to evidence exemption of coverage by statute. It will be necessary to require alternate coverage and limits which will be defined in the bid specifications, contract, lease or agreement. The alternative specifications should be evidenced on the certificate in lieu of the standards printed above.

- XI. The "ACORD" form certificate may be used in place of the County of Erie Standard Insurance Certificate, provided that all of the above referenced requirements are incorporated into the "ACORD" form certificate.



County of Erie Standard Insurance Certificate

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AFFIRM, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of each endorsement(s).

PRODUCER	CONTACT NAME	
	POLICY NUMBER, EVIDENCE OF COVERAGE	POLICY NUMBER
INSURED	ADDRESS	
	INSURER A	
	INSURER B	
	INSURER C	
	INSURER D	
	INSURER E	
	INSURER F	

COVERAGES	CERTIFICATE NUMBER:	REVISION NUMBER:																										
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.																												
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CERTIFICATE HOLDER County of Erie 95 Franklin St Buffalo NY, 14202	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
---	---

1. FOR COUNTY USE ONLY: Name of County Board Requesting Certificate **RETURN TO: ECLES OFFICE OF COUNSEL**
 Purchaser Order or Contact Number **95 Franklin St. ROOM 746**
 Vendor Insurance Classification **Buffalo, NY 14202**

PROPOSAL REQUIREMENTS

In order for Proposers to be considered for an award, the terms, conditions and instructions contained in this RFP and attachments must be met. Any proposals which do not meet these criteria may be considered non-responsive. Currently funded programs must re-apply in order to be considered for continued funding.

Your proposal must be comprised of 2 sections, presented as separate documents:

1. Appendix A

- a. Proposal to Provide at least one (1) Specific Service Group with detailed explanation of how the proposal meets the service needs requested including both general requirements and specific requirements of the service group.
 - i. Service Group D Only – Proposer will translate the sample document provided into Spanish, Arabic, Burmese, and Swahili.
- b. Language Access Policy
- c. ADA Policy
- d. Listing of Officers and Board of Directors
- e. Schedule A
- f. For agencies not currently contracted with ECDSS to provide the requested service: References and data from similar work*
- g. Translation of Sample Document Provided for Service Group D Only

2. Appendix B

- a. Fiscal Form
- b. Most recent Audit report prepared by an independent CPA
- c. Most recent Management Letter

An electronic version of Appendix A is available on the ECDSS website:

<https://www2.erie.gov/socialservices/sites/www2.erie.gov.socialservices/files/uploads/Appendix A - August 2020.docx>

An electronic version of Appendix B is available on the ECDSS Purchasing website as an addendum to this RFP document: <https://www2.erie.gov/purchasing/index.php?q=requests-proposals-amp-construction-bids>

Please note: Indirect Administrative Costs must be itemized or a copy of your Federal Indirect Cost Rate must be attached.

By application, you certify that your agency can provide the following documentation at any time during the course of the selection process: (You do not need to provide it now, only if asked.)

- Proof of 501(c)(3) status, if applicable.
- Agency's most recent organizational chart and a letter of support signed by the CEO and the Board President.

- Resumes for all program staff, including administrators, program supervisors, direct service staff and aides.
- References or letters of testimony from other agencies for whom you have provided this or a similar service, with contact information.

* For agencies that are currently contracted with ECDSS to provide the service, please do not include copies of supporting research, annual reports, exhibits, letters of support, attachments and other supporting material with your proposal, unless changing the service model. ECDSS reserves the right to disqualify proposals that do not adhere to the correct format.

For agencies that are not currently contracted with ECDSS to provide the service, please submit references and data from similar work.

- Demonstrate the agency's ability to:
 - review outcomes and meet performance measures
 - maintain adequate staffing levels with trained staff
 - meet required timeframes
 - demonstrate leadership and proactive involvement in planning procedures
 - communicate within the agency and with DSS
 - understand laws and meet regulatory expectations

Applications are expected to comply with stated guidelines including but not limited to desired program outcomes identified in the Request for Proposal (RFP). It will be the responsibility of the applicant to submit proposals consistent with the RFP requirements. By applying, your agency asserts that the Request for Proposal document has been reviewed in its entirety and that, if selected, the agency will abide by the conditions for funding set forth therein.

RFP Appendix A: Proposal to Provide Service



RFP Appendix A: Proposal to Provide Service
Department of Social Services
RFP#2021-019VF

All fields must be completed. If not applicable, list "N/A". Incomplete proposals may be considered non-responsive.

AGENCY INFORMATION

Agency Name - List the official name of your organization.
Agency Name -List other name if used.
Telephone Number - List the main contact number for your agency.
Address - List the official mailing address of your agency; include city and ZIP code information.
Website - Provide your agency's website address (if applicable).
Leadership - List the name of your agency's Chief Executive Officer, Executive Director, or President.
E-mail - Provide the e-mail address for your agency's leader.
Federal Employer ID# (FEIN) - Please provide your agency's Employer Identification Number.
DUNS # - List your DUNS (data universal number system) Number assigned by Dun & Bradstreet, if applicable.
501(c)(3) not-for-profit entity - If non-profit, please provide date established as 501(c)(3)
Language Access Coordinator - List the name of the designated Language Access Coordinator.
ADA Coordinator - List the name of the designated ADA Coordinator.
MBE/WBE - Indicate whether your agency is a Certified Minority Business Enterprise/ Women's Business Enterprise (MBE/WBE). Submit Certification Letter.
Veteran-Owned Business - Indicate whether your agency is a Veteran-Owned Business. Submit letter indicating your agency is 51% or more veteran-owned.
Erie County Employees - Name, title, and department of any employee or officer who was an employee or officer of Erie County within the 12 months immediately prior to the proposal.
Subcontractors - List all subcontractors that your agency does business with related to this service.

CONTACT PERSON INFORMATION

Name - Please list the name of the person who should be contacted regarding your proposal.
Telephone Number - Please list the phone number of the person who should be contacted regarding your proposal.
E-mail - Please provide the e-mail address for the person to be contacted regarding your proposal.

PROGRAM INFORMATION

Start of Program Operations

Describe your agency's ability to implement and staff the program in a timely manner, including provision of services, effective the date noted in the RFP.

Program Summary

Provide a brief summary description of the program including the agency and program name, population served, and key program features.

TARGET POPULATION SERVED & GOALS

Special Populations

Describe any specialized services and resources, including accommodation of those with special needs, language translation and cultural differences.

Capacity

Indicate the proposed number of individuals or families to be served at a given time as well as the total number of individuals or families to be served in a year.

Experience

Describe experience agency has working with the target population, and reasons it is equipped to assist this group. Provide a description of your knowledge and experience of interpreting and/or translating, including legal terminology and concepts. Include the total number of years in business as well as the number of years providing services similar in size and scope to these requested in the RFP.

PROGRAM PLAN

Program Design

Provide a project plan that describes how you intend to implement services, including methodologies for translation, and process for verifying translation and document usability and accuracy. Describe the methodology to promote consistency in translation of documents. If subcontractors, including freelance translators, are proposed for this RFP, a description of the services provided by the subcontractor(s), their location, and the proposer's contract management process and selection criteria for subcontractors. State the percentage of work performed by subcontractor's (non-employees).

Availability

Provide information about your days and hours of service availability as well as time frames for intake and engagement.

Location(s) of Service

Provide information for all program locations including any satellite locations where you operate.

Collaboration

Discuss any partnerships or networks that are used to meet your program participant needs.

RFP Appendix A: Proposal to Provide Service

Program Difference

Provide any other information that you feel would distinguish your agency's approach to the delivery of the requested services, including any prior experiences and successes.

PERFORMANCE MEASUREMENT

Performance Measures

Describe your proposed approach to program evaluation and reporting to ECDSS. Clearly define how this project will meet the performance targets associated with this RFP, including follow-up, as well as how you will monitor compliance, outcome-based performance and implement a plan for quality improvement. Specify how poor performance will be addressed when requested by ECDSS or when the outcomes of the program fail to be achieved.

Data Collection

Describe how you collect program data, including specific procedures, tools and frequency.

BUDGET

Billing

Describe how your agency monitors and verifies the accuracy and sufficiency of its billing system to assure all claims made are proper and that adjustment is sought when issues are identified.

PROGRAM STAFFING

Organizational Structure

Provide a short description of your organization, including organization charts and indication of company officers where applicable.

Program Staff

Describe program staff, including job titles, responsibilities, level of education/credentials, qualifications, experience and training that will be required for each position. Specify their role in providing the services and supervision protocols.

Job Title	Responsibilities	Qualifications	Supervisor Job Title

Professional Development

Describe all mandatory or optional professional development opportunities, including trainings, available to program staff.

SUPPLEMENTARY APPLICATION INFORMATION

Provide a copy of the most current information as noted below. These materials cannot be returned.

- Language Access Policy
 - ADA Policy
 - Listing of Officers and Board of Directors

Schedule A

PROPOSER CERTIFICATION

The undersigned agrees and understands that this proposal and all attachments, additional information, etc. submitted herewith constitute merely an offer to negotiate with the County of Erie (the "County") and is NOT A BID. Submission of this proposal, attachments, and additional information shall not obligate or entitle the proposing entity to enter into a service agreement with the County for the required services. The undersigned agrees and understands that the County is not obligated to respond to this proposal nor is it legally bound in any manner whatsoever by the submission of same. Further, the undersigned agrees and understands that any and all proposals and negotiations shall not be binding or valid against the County, its directors, officers, employees or agents unless an agreement is signed by a duly authorized County officer and, if necessary, approved by the Erie County Legislature, the Office of the County Attorney and/or the Erie County Fiscal Stability Authority.

It is understood and agreed that the County reserves the right to reject consideration of any and all proposals including, but not limited to, proposals which are conditional or incomplete. It is further understood and agreed that the County reserves all rights specified in the Request for Proposals (RFP).

It is understood and agreed that the undersigned, prior to entering into an agreement with Erie County, will properly execute the County of Erie Standard Insurance Certificate (example on pp. [] of this RFP), and that it will be complete and acceptable to Erie County.

It is represented and warranted by those submitting this proposal that except as disclosed in the proposal, no officer or employee of the County is directly or indirectly a party to or in any other manner interested in this proposal or any subsequent service agreement that may be entered into.

Proposer Agency Name

By:

Signature

Name and Title



FINANCIAL INFORMATION

Payee Name of Agency (if different than Legal Name)
Financial Contact Person Name/Title
Street Address/City/State/Zip
Agency's Fiscal Year (Start date - End date)
Amount of Funding Request to ECDSS for this proposed contract
FY of Request (Start date - End date)

UNIT COST

Service Group:	
Language Group:	
Unit of Service for this proposal (e.g.: hour):	
Cost per unit of service for this proposal (county funding + in-kind)/# units:	

SUPPLEMENTARY APPLICATION INFORMATION

Provide a separate envelope or folder which includes one copy of the most current information as noted below. These materials cannot be returned.

- Most recent Audit report prepared by an independent CPA
- Most recent Management Letter

V. CERTIFICATION

The undersigned certifies that he or she is a principal officer of the applicant agency and has knowledge of, and certifies that the information contained herein is complete and accurate.

Furthermore, the undersigned certifies that the applicant sponsored programs, services and activities are available to the general public, advertised as such, and not subject to discrimination based on sex, race, creed, religion or national heritage.

 SIGNATURE

 DATE

 NAME/TITLE

RFP Appendix B: Fiscal



RFP Appendix B: Fiscal
 Department of Social Services
 RFP#2021-019VF

Interpretation Fee Schedule

In-Person Interpretation	Minimum Charge *	Rate Per Additional Half Hour
Standard Rate (24 hours' notice is given and service is provided Monday through Friday between the hours of 8am and 11 pm.)		
Premium Rate (Requests with less than 24 hours provided or pre-arranged requests for services between 11pm and 8am, Monday through Friday plus all day Saturday, Sunday and holidays.)		
Emergency Rate (Requests received after normal business hours)		
Legal Rate (Court appearances, on-the-record proceedings, and legal Consultations)		
Video Remote Interpretation	Minimum Charge *	Rate Per Additional Half Hour
Standard Rate (24 hours' notice is given and service is provided Monday through Friday between the hours of 8am and 11 pm.)		
Premium Rate (Requests with less than 24 hours provided or pre-arranged requests for services between 11pm and 8am, Monday through Friday plus all day Saturday, Sunday and holidays.)		
Emergency Rate (Requests received after normal business hours)		
Legal Rate (Court appearances, on-the-record proceedings, and legal Consultations)		

* 2-hour minimum charge

RFP Appendix B: Fiscal

Translation Fee Schedule

Translation and Formatting		
Language Translated to English	Rate Per English Word	Hourly Rates for Formatting
Spanish		
Arabic		
Russian		
Chinese		
Karen		
Burmese		
French		
Somali		
Swahili		
Nepali		

Same Day Translation	
Language Translated to/from English	Rate Per Page Side
Spanish	
Arabic	
Russian	
Chinese	
Karen	
Burmese	
French	
Somali	
Swahili	
Nepali	

Minimum Fees	
Pricing and description of any applicable minimum charges for pricing methods above.	
Description	Price